



BRIDGING THE  
DIGITAL GAP THROUGH  
REVERSE MENTORSHIP

## ELDERLY PEOPLE WELCOME FOR CONSULTATIONS, WHERE YOUNG VOLUNTEERS WILL ADVISE ON DIGITAL TECHNOLOGIES

- Find out what **digital literacy** activities are available in your **community** - public libraries, schools, community centres. If they don't already have IT mentoring activities where young volunteers mentor seniors, suggest starting them and working together to implement them!
- Volunteers can advise you on how to use **smartphones**, **apps**, **social networks**, connect to the internet, take photos with your phone, manage digital photos, be **safer online** and more.



- **Feel free to ask** questions or ask for further clarification during the consultation. Those who ask are not lost, and repetition is the mother of learning!
- Volunteers may not have **all the answers** to all the questions, but they will do their best to find them.
- Young volunteers are **not professional** consultants, but you can inspire and encourage them. Be **forgiving** to them.
- **Share** your **life experiences** with young people - get to know each other and make friends.

- If you enjoyed the consultation, **please tell** the volunteer. You can also tell the library or other accepting institutions staff **what you think**.
- The **staff** of library or other accepting institution will help plan volunteer activities. They will help you to find out the **schedule** and to **register** for a consultation.
- If you cannot come to the consultation at the agreed time, be sure to **let** the library or other accepting institutions **staff know**.
- **Share the news** of the consultation with people you know and **invite them** to the consultations.